

Wayne Community College
Program Review and Outcome Assessments, 2019-20
(Previous Program Review Cycle, 2016-17)

Department Name:

Pharmacy Technology

Section 1: Program Overview

Mission/Purpose:

The faculty of the Pharmacy Technology department is committed to the mission and goals of Wayne Community College and to promoting excellence within the profession by educating students at the diploma level to competently perform as a multi-skilled pharmacy technician who may acquire certification and commit to continuing education opportunities.

Degrees, Diplomas, and Certificates Offered: Utilizing the table below, list all degrees, diplomas, and certificates offered, along with program codes.

Program Type (Associate, Diploma, or Certificate)	Program Title	Program Code
Diploma	Pharmacy Technology Program	D45580

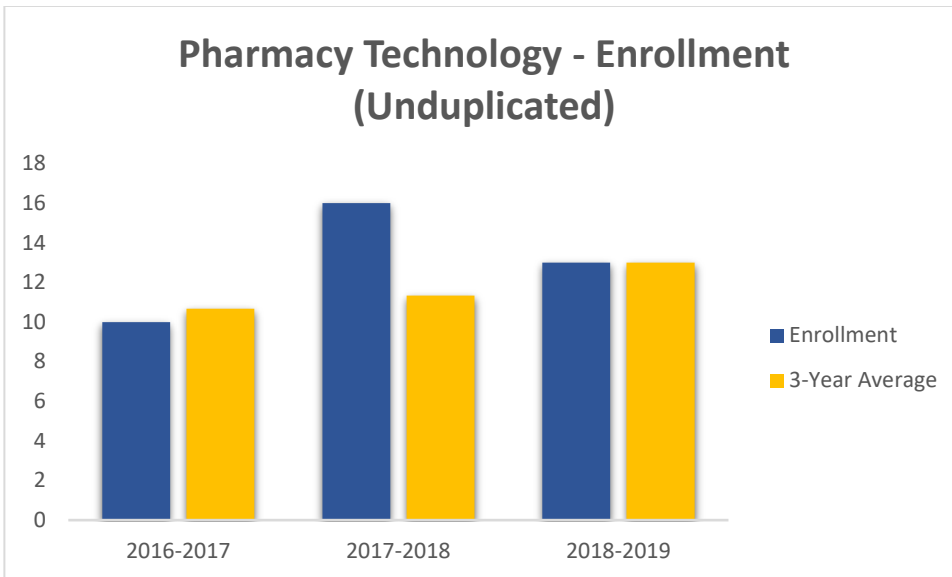
Describe how the program's mission aligns with the College's vision, mission, core values, and strategic goals. Identify which Institutional Goal(s) best aligns with your program and explain why.

- Goal 1: Increase Student Access
- Goal 2: Ensure Program Excellence
- Goal 3: Improve Student Success
- Goal 4: Ensure Institutional Quality

Our mission aligns with goals 2 and 3, which is to ensure program excellence and success by helping students complete the program, as well as prepare students to pass the Pharmacy Technician Certification Exam.

Program Enrollment (Academic Year - Fall, Spring, Summer) – for each degree level (Associate, Diploma, Certificate)

Program Enrollment (Diploma) (<i>unduplicated</i>)		
Academic Year (Fall, Spring, Summer)	Enrollment	3-Year Average
2016-17	10	11
2017-18	16	11
2018-19	13	13



Provide narrative for analysis of program enrollment. (Is enrollment increasing or decreasing? What possible reasons for increase/decrease? Describe how you plan to address program enrollment.)

With the analysis, we have seen a steady enrollment since 2016-2017 in our program. With the increase of requirements from the Pharmacy Board for Technicians, the need has increased for our Diploma Program. With future requirements increasing for Technicians, there will be greater need for our program.

Analysis of program budget full-time equivalent (BTFE) (The number of full-time equivalent (FTE) student for which colleges are funded through State funding formulas. An amount of instruction that equates to an annual FTE student; one curriculum FTE equals 512 student hours.)

FTE have remained consistent from 2016 to now. In 2016-2017: 12.79; in 2017-2018: 14.95; and in 2018-2019: 11.03.

Activities to ensure program changes (2016-17; 2017-18; 2018-19– Academic Year, Fall, Spring, Summer)
List program curriculum changes, revisions, deletions in table.

Course Title	Date – Updated / Revised / Deleted
Pharmacy Clinical PHM 136	Added Fall 2017
PHM 132 and PHM 135	Deleted Fall 2017
PHM 118 Sterile Products	Remove co-requisite PHM 135 Pharmacy Clinical for Fall 2017
PHM120 and PHM 140	Remove co-requisite PHM 110 & 111 for Fall 2017
PHM 120 and PHM 140	Moved from Spring to Fall
PHM 125 and PHM 165	Moved from summer to Spring

Provide an overview of the significance of the program changes and improvements that occurred over the past three years. (What were the program’s / discipline’s goals and rationale for expanding and improving student learning, including new courses, programs, and delivery methods?)

Made these changes to streamline the program to facilitate entry into the career field and benefit Financial Aid Students due to Clock Hour Program.

Advisory Committee: dates, summary of minutes, activities (2016-17; 2017-18; 2018-19– Academic Year – Fall, Spring, Summer)

Summary of Advisory Committee Activities

Year	Meeting Dates	Recommendations / Activities
2016-17	March 6, 2017	Add PHM 136, delete PHM 132 and 135. Remove co-requisite PHM 135 from PHM 118. Remove co-requisite PHM 110 and PHM 11 from PHM 120 and PHM 140. Moved PHM 120 and 140 from spring to fall semester. Moved PHM 125 and 165 from summer to spring semester
2017-18	N/A	
2018-19	N/A	

Describe program’s participation with Advisory Committee or external organizations that contribute to maintaining program relevance. (File Advisory Committee Meeting Minutes for past three years in Program Review Attachment folder.)

As there has been a change in program personnel, meetings from the last Pharmacy Tech Director only included the one listed above. No other meeting minutes could be found.

Provide narrative for analysis of trends in the field or industry (emerging needs). (Based on environmental scans, advisory committees, and other sources external to the program/discipline, how well is the program/discipline responding to the current and emerging needs of the community? Is there new technology/equipment that needs to be added to your program?)

We do not have the budget or physical space for our lab needs. Currently, we share lab space with both medical assisting, and medical laboratory technology programs.

Section 2: Faculty Profile

Have all the faculty credentials been verified? (Verify required documents are in personnel files.)

Yes No

List of Faculty and Status (2016-17; 2017-18; 2018-19 – Academic Year – Fall, Spring, Summer)

Faculty / Name	Full-Time / Part-Time	Total Years within Department/Program	Total Years at WCC
Dr. Marcie J. Quinn	Full-Time	One month	One year
Laura Skinner	Full – Time	9 years	9 years

Provide narrative for adequacy of faculty numbers. (Do you have enough faculty to support your program?)

One Director/Professor is adequate because of the cap of 15 students.

Faculty Contact and Credit Hours

Faculty / Name	Full-Time Part-Time	Fall 2016		Spring 2017		Summer 2017	
		Contact	Credit	Contact	Credit	Contact	Credit
Laura Skinner	Full- Time	12	10	11	9	5	5

Faculty / Name	Full-Time Part-Time	Fall 2017		Spring 2018		Summer 2018	
		Contact	Credit	Contact	Credit	Contact	Credit
Laura Skinner	Full-Time	17	15	11	9		

Faculty / Name	Full-Time Part-Time	Fall 2018		Spring 2019		Summer 2019	
		Contact	Credit	Contact	Credit	Contact	Credit
Laura Skinner	Full- Time	17	15	11	9		

Professional development activities of faculty (2016-17; 2017-18; 2018-19 – Fiscal Year – July 1-June 30)

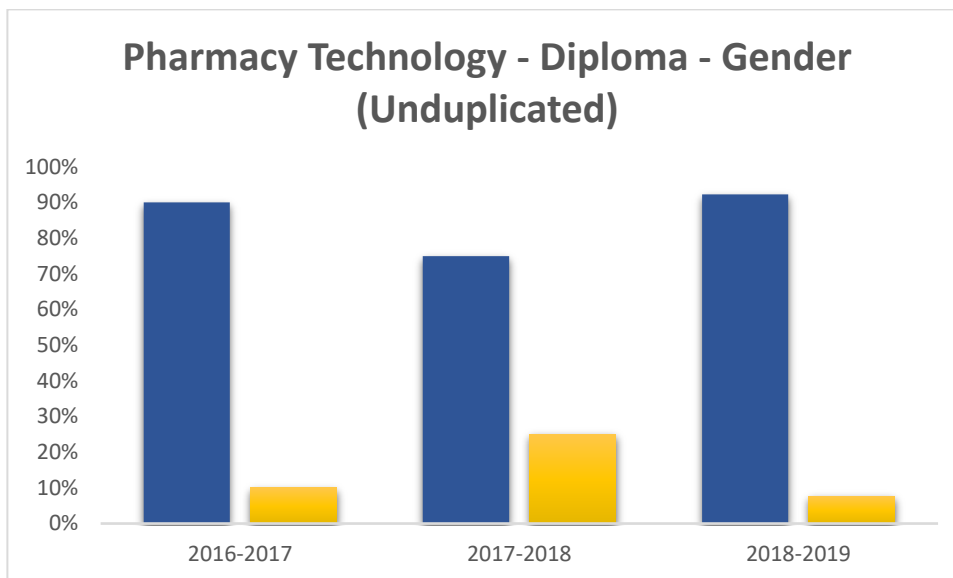
Verify departmental professional development (PD) tracking logs are completed and filed in Program Review Professional Development folder.

Yes No

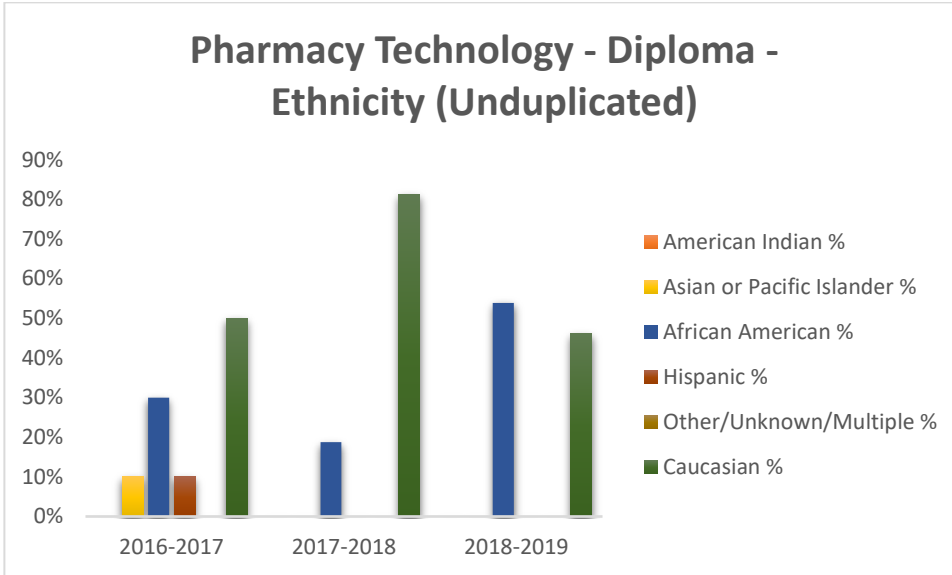
The new Program Director just started July 1, 2020 and does not have any professional development to report.

Section 3: Student Demographics - Parent program (highest level only) data is provided.

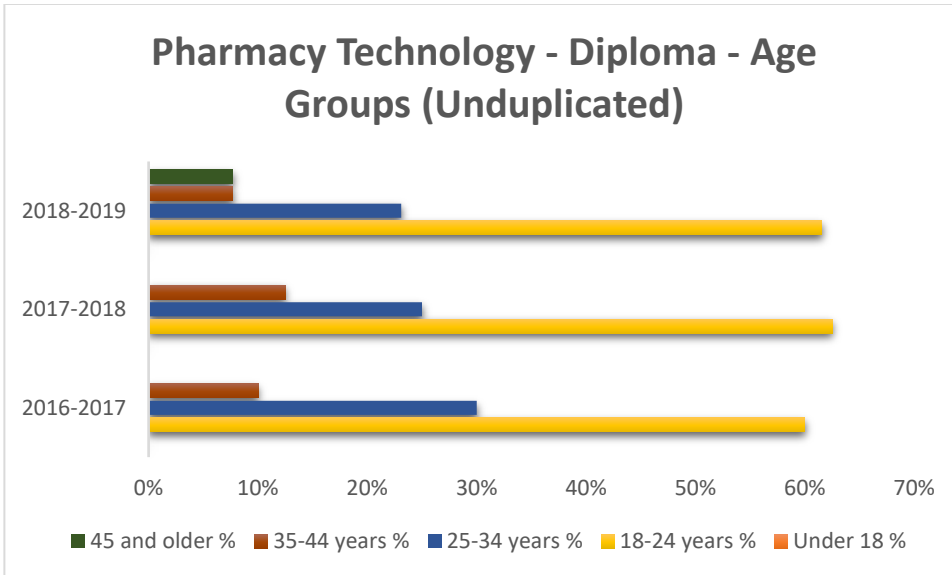
Gender (Diploma - unduplicated) Academic Year – Fall, Spring, Summer						
Academic Year	Female		Male		Total	
	N	%	N	%	N	%
2016-17	9	90%	1	10%	10	100%
2017-18	12	75%	4	25%	16	100%
2018-19	12	92%	1	8%	13	100%



Ethnicity (Diploma – unduplicated) Academic Year – Fall, Spring, Summer						
Ethnicity	2016-17		2017-18		2018-19	
	N	%	N	%	N	%
American Indian	0	0%	0	0%	0	0%
Asian or Pacific Islander	1	10%	0	0%	0	0%
African American	3	30%	3	19%	7	54%
Hispanic	1	10%	0	0%	0	0%
Caucasian	5	50%	13	81%	6	46%
Other/Unknown/Multiple	0	0%	0	0%	0	0%
Total	10	100%	16	100%	13	100%



Age (Diploma – unduplicated) Academic Year – Fall, Spring, Summer						
Age	2016-17		2017-18		2018-19	
	N	%	N	%	N	%
Under 18	0	0%	0	0%	0	0%
18-24 years	6	60%	10	63%	8	62%
25-34 years	3	30%	4	25%	3	23%
35-44 years	1	10%	2	13%	1	8%
45 and older	0	0%	0	0%	1	8%
Total	10	100%	16	100%	13	100%



Provide narrative for analysis of student demographics. (What are you doing to recruit / retain a diverse student population? Do you have a diverse population of students?)

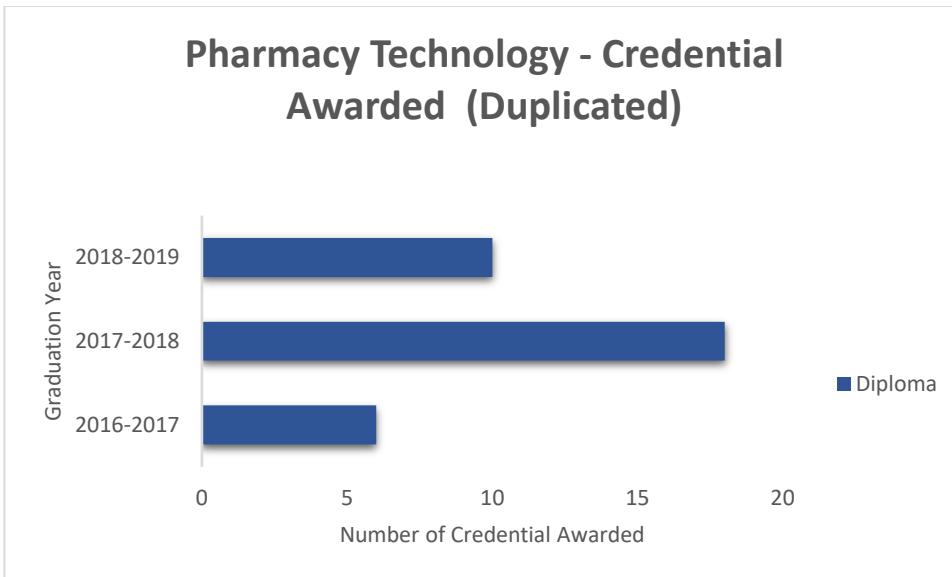
Our goal is to recruit a diverse population of students for enrollment. We are doing this by having recruiting sessions within the community and at the college.

Section 4: Program Outcomes

Outcome #1: Completers (unduplicated) (Degree level, highest level of attainment)

Baseline: 11 # (Average of total completers for the last three years – 2016-17; 2017-18; 2018-19)
Standard: 12 #
Target: 13 #

Number of Completers (unduplicated) – Graduation Year – Summer, Fall, Spring				
Graduation Year	Degree	Diploma	Certificate	Total
2016-2017	0	6	0	6
2017-2018	0	18	0	18
2018-2019	0	10	0	10



Provide narrative for analysis of completers. *How might you increase the number of completers in your program?*

To help increase number of completers in our program, we can refer our students to academic skills for tutoring. I will also be available for tutoring to ensure my students' success at completing the program. Another way to help students is through the use of the college's early alert system, where at the first sign of trouble, faculty can meet with the student and discuss ways to ensure success.

Provide narrative for analysis of completer standard/target. *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If you met your standard/target, what percentage would you like to increase your standard/target?)*

New completer standard and target was set based on the three-year baseline data from 2016-17, 2017-18, and 2018-19.

Identify Completer Action Items

(Address program outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action Items <i>(Identify action items as a result of your program outcome assessment.)</i>	Target Date <i>(Identify your projected target date for completion of action items.)</i>	Assessment of Action Items <i>(State the method of assessment; how you plan to evaluate/assess the results of the action items.)</i>
1	Refer students to clinical skills	Follow up with Clinical Skills throughout course and monitor student's progress. Add the findings to their profile.	Check in with Clinical Skills with amount of time student used their services

2	Early Alert	Follow up throughout course and add to student's profile their progress	Monitor and follow up with student's success and put in their file what worked to help them succeed.
---	-------------	---	--

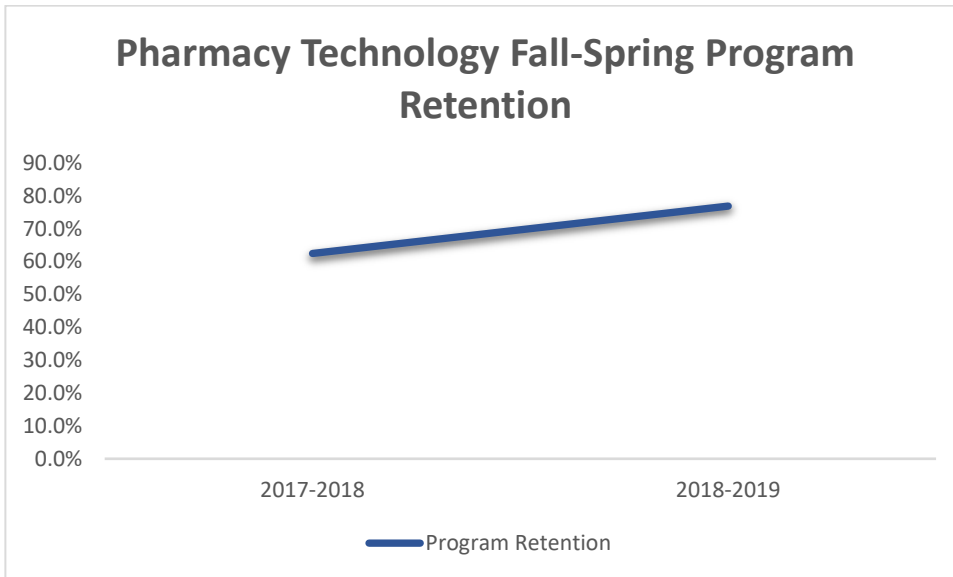
Outcome #2: Retention

Baseline: 73.1% (Average of last three years – 2016-17; 2017-18; 2018-19; fall-to-spring program retention)
Standard: 75 %
Target: 78 %

Fall-to-Spring

Year (Fall to Spring)	Program Fall Enrollment Cohort	Program Completers	Program Returners	Program Non-Completers	Program Transfers	Program Retention
Fall 2016-Summer 2017*	10	8	0	2	0	80.0%
Fall 2017-Spring 2018	16	10	0	6	0	62.5%
Fall 2018-Spring 2019	13	10	0	2	1	76.9%

***Note: Starting in the Academic Year 2017-18, Pharmacy Technology went to a two semester diploma program, Fall and Spring.**



Provide narrative for analysis of program retention. (Based on the data, provide a narrative of your analysis of fall to spring retention. Indicate factors that may have affected your retention. State any changes you plan to address for next year that may affect retention.)

The retention for Fall to Spring retention had decreased. Do not have the data to explain why the decrease. The changes I plan to implement to increase retention are as follows: Early Alert program and refer students to Clinical Skills at the first sign of academic trouble. By catching their problems early, I can help our students complete the program.

Provide narrative for analysis of program retention standard/target. *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If you met your standard/target, what percentage would you like to increase your standard/target?)*

New program retention standard and target was set based on the three-year baseline data from 2016-17, 2017-18, and 2018-19 fall to spring retention.

Identify Retention Action Items

(Address program outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action Items <i>(Identify action items as a result of your program outcome assessment.)</i>	Target Date <i>(Identify your projected target date for completion of action items.)</i>	Assessment of Action Items <i>(State the method of assessment; how you plan to evaluate/assess the results of the action items.)</i>
1	Refer students to Clinical Skills	Follow up throughout program.	Monitor and chart the time the student spent with Clinical Skills. Chart progress in student's file.
2	Early Alert Program	Monitor and Follow student progress throughout program.	Chart in student's file their progress and success.

Outcome #3: Job Placement / Employment *(to be provided by program)*

Baseline: _____ # *(Average number employed for the last three years – 2016-17; 2017-18; 2018-19)*

Standard: _____ #

Target: _____ #

Year	Completers (unduplicated)	# Employed (within 1 Yr)	Unknown
2016-17	6	N/A	6
2017-18	18	N/A	18
2018-19	10	N/A	10

Provide narrative for analysis of student job placement. *(Are students finding jobs within the program of study?) (How can your program promote higher employment of students in the field?)*

There are no records to indicate this information from the previous Program Director. A new baseline will be set in 2020.

Provide narrative for analysis of standard/target. *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If you met your standard/target, what percentage would you like to increase your standard/target)*

New baseline will be set based on data collected from Spring 2021.

Identify Job Placement / Employment Action Items

(Address program outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action Items (Identify action items as a result of your program outcome assessment.)	Target Date (Identify your projected target date for completion of action items.)	Assessment of Action Items (State the method of assessment; how you plan to evaluate/assess the results of the action items.)
1	Department Chair devises new implementation of tracking method for job placement of students		
2			

Outcome #4: Labor Market Data

Provide narrative for analysis of Labor Market Data. (Review Labor Market Data provided in the audit data reports and provide an assessment of the data.)

Labor market data reported by EMSI indicates a -1.5% change in pharmacy aides in Wayne County from 2020-2025.

Outcome #5: Licensure and Certification Passing Rates (if applicable) Not applicable

Baseline: N/A % (Average of last three years; identify last three licensure years)

Standard: _____ %

Target: _____ %

Licensure / Certification Exam – Title

NCCCS Report	Exam Year	# Tested	# Passed	% Passing
2016	2014-15			
2017	2015-16			
2018	2016-17			
2019	2017-18			

Provide narrative for analysis of licensure / certification passing rates. (Are you satisfied with your program licensure rates?)

Licensure and certification passing rates does not apply to the Pharmacy Technology program.

Provide narrative for analysis of licensure and certification passing rates standard/target. (As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If you met your standard/target, what percentage would you like to increase your standard/target?)

Licensure and certification passing rates does not apply to the Pharmacy Technology program.

Identify Licensure and Certification Passing Rates Action Items

(Address program outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action Items (Identify action items as a result of your program outcome assessment.)	Target Date (Identify your projected target date for completion of action items.)	Assessment of Action Items (State the method of assessment; how you plan to evaluate/assess the results of the action items.)
1	N/A	N/A	N/A

Outcome #6: Third-Party Credentials (if applicable)

Baseline: _N/A_ # (Average number credentials earned for the last three years – 2016-17; 2017-18; 2018-19)

Standard: _N/A_ #

Target: _N/A_ #

Third-Party Credentials

Academic Year Fall, Spring, Summer	Credentials for Program of Study	# Tested (duplicated)	# Passed
2016-17	N/A		
2017-18	N/A		
2018-19	N/A		

Provide narrative for analysis of third-party credentials. (Are there other industry-recognized credentials that need to be addressed for the program of study?) (What are other means to promote program third-party credentials?)

Not applicable.

Provide narrative for analysis of third-party credentials standard/target. (As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If you met your standard/target, what percentage would you like to increase your standard/target?)

Not applicable.

Identify Third-Party Credentials Action Items

(Address program outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action Items (Identify action items as a result of your program outcome assessment.)	Target Date (Identify your projected target date for completion of action items.)	Assessment of Action Items (State the method of assessment; how you plan to evaluate/assess the results of the action items.)
1	N/A		
2			

Outcome #7: Program Success Rate (all delivery methods) (Program Success Rate tab)

Baseline: 93% (Average program success students for the last three years – 2016-17; 2017-18; 2018-19)
Standard: 95 %
Target: 97 %

Semester	Program Enrolled Students	Program Success Students	Program Success Rate
2016-17	98	93	95%
2017-18	124	109	88%
2018-19	113	111	98%

Provide narrative for analysis of student success in program courses. (Ex – Are students more successful in program courses in face to face, online, hybrid, or blended methods of course delivery? In evaluating the methods of delivery, should certain methods of delivery be considered for deletion or modification?)

All Pharmacy Technology courses are face-to-face.

Provide narrative for analysis of student success in program courses standard/target. (As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If you met your standard/target, what percentage would you like to increase your standard/target?)

New third-party credential standard and target was set based on the three-year baseline data from 2016-17, 2017-18, and 2018-19.

Identify Student Success in Program Courses Action Items

(Address program outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action Items (Identify action items as a result of your program outcome assessment.)	Target Date (Identify your projected target date for completion of action items.)	Assessment of Action Items (State the method of assessment; how you plan to evaluate/assess the results of the action items.)
1	Offer more courses out of necessity of PTCB changes with certification	Spring 2021	Student success rates at end of Spring 2021
2			

Section 5: Other Assessments

In addition to SACSCOC, is there an accrediting body specifically related to the program? If so, please name the professional organization, describe the program’s current status, and most recent date of accreditation.

Not applicable.

Analysis of other assessments. (Have you performed other assessments to evaluate the effectiveness of your program, to include surveys, self-assessments, or other assessment used to evaluate the program. If so, please explain how information collected from the(se) assessments will be used to improve the program.)

Plan to become accredited by 2023 with the American Society of Hospital Pharmacists (ASHP).

Identify Other Assessment(s) Action Items (if applicable)

(Address program outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action Items (Identify action items as a result of your program outcome assessment.)	Target Date (Identify your projected target date for completion of action items.)	Assessment of Action Items (State the method of assessment; how you plan to evaluate/assess the results of the action items.)
1	Accreditation	Fall 2023	Accredited by Fall 2023 will submit self-assessment
2			

Provide narrative for your program facility needs. If facilities are adequate, please confirm.

Need designated lab space

Provide narrative for academic / student support services. (Are services adequate for your program?)

To the best of my knowledge these services are adequate for my program.

Planning Objectives (2016-17; 2017-18; 2018-19 – Fiscal Year, July 1-June 30)

Provide a summary of planning objectives submitted for the last three years, including the use of results, of the planning objectives in the table provided.

Summary of Planning Objectives

Planning Year (Fiscal Year – July 1-June 30)	Objective(s) Submitted	Use of Results
2016-17	MPI Auto Print Dose Packaging System (approved)	Dean of Allied Health and Public Services denied purchase of equipment . Program Director was told to resubmit objective for next year.
2017-18	1) Neehr Perfect Go Medical Record Software Subscription (approved) 2) MPI Auto Print Dose Packaging System (hold)	1) Product has been purchased and the Fall 2018 class will activate the software in the PHM 111 lab. The program was difficult for the students to grasp and it was not as pharmacy technician orientated as we had hoped. We will not request it again. 2) Objective put on hold, not funded.
2018-19	No planning objective(s) submitted	N/A

Provide narrative for analysis of the program's / discipline's strengths, weaknesses, and opportunities.

Strengths are steady enrollment. Weaknesses are that the program is in flux, there's a lack of data from previous years, and inadequate lab space for our program needs. Opportunities include relationship building with industry partners and the potential to increase program recruitment because Johnston Community College eliminated their program recently.

Section 6: Outcomes Follow-Up and Approvals

Outcomes follow-up to be addressed spring semester following review year (2020-21 and 2021-22).

Review prepared and submitted by: *(Please list name(s) and titles)*

Marcie J Quinn, Pharmacy Tech Program Director

Approvals

- Using DocuSign (electronic signature), appropriate Division Dean is asked to review and approve the Review and Outcome Assessment.
- Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review the Program/Service Review and Outcome Assessments when completed by the responsible program/service personnel. The Office of Institutional Effectiveness will forward the review documents to the appropriate administrator (VP/AVP) upon completion.
- Using DocuSign (electronic signature), appropriate Vice President/Associate Vice President is asked to review and approve the Review and Outcome Assessments.

Dean Acceptance / Date: Janeil Marak 9/18/2020

IE Acceptance / Date: Dorothy Moore 9/18/2020

Administrator Approval / Date: Patty Pfeiffer 9/18/2020